

# Three Rivers District Council

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A quick user guide to  
Three Rivers new on-line parking permit system

Working in partnership with  
Hertsmere Borough Council



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For more information or assistance please call 020 8207 7422



# Welcome to the Three Rivers New On-line Parking Permit System User Guide

The new Three Rivers Permit System is an online system where you can register and set-up a permit account to apply for parking permits within the controlled parking zones in the Three Rivers District.

*For new permit applications and renewals due after the 9<sup>th</sup> of April 2018 they will need to be applied for via this system. This is managed in partnership with Hertsmere Borough Council as part of a decision by Three Rivers District Council to appoint Hertsmere's parking services to manage the permits and enforcement within the district.*

Please note\* you will be asked to upload documents to confirm residency, vehicle ownership etc., depending on what permits you are applying for. For ease it would help if you have a scanned copy ready to upload the documentation when requested. For details on what documentation is required please go to page 11 'Documentation Type'.

Depending on what you are applying for not all the information may be relevant.

If you have any questions or need assistance on how to use the system then please call 020 8207 7422 and one of the team will be happy to help.

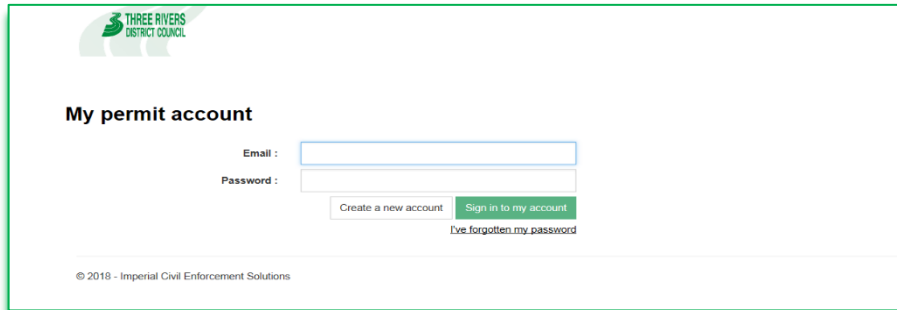
**To get started** enter the following into your internet browser <https://permits.paysmarti.co.uk/acct/threerivers> or if accessing this guide online please click on this link.

Alternatively you can go to the parking pages on the Three Rivers Website (<https://www.threerivers.gov.uk/service/parking-permits>) and select 'Parking Permits'.

*\*To speed up access next time why not add it to your favourites list of your internet browser.*

## Step 1 CREATE NEW ACCOUNT

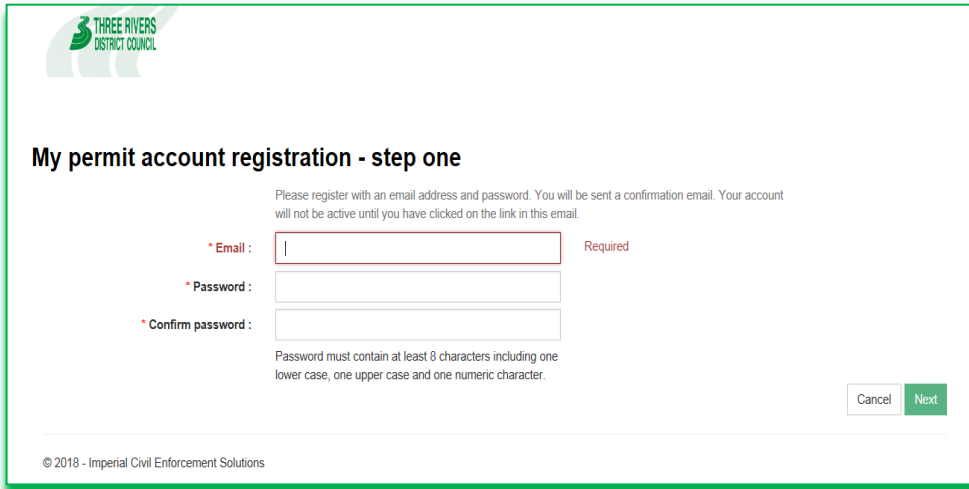
- Once you have accessed <https://permits.paysmarti.co.uk/acct/threerivers> the screen below will appear:



The screenshot shows the login page for the Three Rivers District Council's permit system. At the top left is the council's logo. The main heading is 'My permit account'. Below this are two input fields: 'Email :' and 'Password :'. To the right of the password field is a green button labeled 'Sign in to my account'. Below the email field is a button labeled 'Create a new account'. Below the 'Sign in to my account' button is a link that says 'I've forgotten my password'. At the bottom left of the page, it says '© 2018 - Imperial Civil Enforcement Solutions'.

➤ Create a new account by entering the following details:

- ✓ Enter your email address \*
- ✓ Create a password
- ✓ Confirm the password
- ✓ Click NEXT



The screenshot shows a web form titled "My permit account registration - step one" for Three Rivers District Council. The form includes instructions to register with an email and password, followed by three input fields: "Email", "Password", and "Confirm password". The "Email" field is marked as required. Below the fields, a password requirement note states: "Password must contain at least 8 characters including one lower case, one upper case and one numeric character." At the bottom right are "Cancel" and "Next" buttons. The footer reads "© 2018 - Imperial Civil Enforcement Solutions".

**THREE RIVERS**  
DISTRICT COUNCIL

### My permit account registration - step one

Please register with an email address and password. You will be sent a confirmation email. Your account will not be active until you have clicked on the link in this email.

\* Email :  Required

\* Password :

\* Confirm password :

Password must contain at least 8 characters including one lower case, one upper case and one numeric character.

Cancel Next

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***\*Enter the email account you would most like to receive communication from about your Permit(s) and create a password you will remember***

➤ Click **Next** once completed to proceed to filling out your contact details and personal information

➤ **COMPLETE FILLING IN YOUR PERSONAL DETAILS THEN ADD YOUR PREFERRED CONTACT METHOD.**

*\*We need to be able to contact you if necessary, so please make sure to add at least one Contact Method.*

\* Add your address via entering you post code and choosing from the drop down list generated.

Then Click **FINISH**

**THREE RIVERS DISTRICT COUNCIL**

### My permit account registration - step two

\* Title :

\* Forename :

Initials :

\* Surname :

Contact methods :

* Contact method	* Details
<input type="text" value="Daytime phone"/>	<input type="text"/>

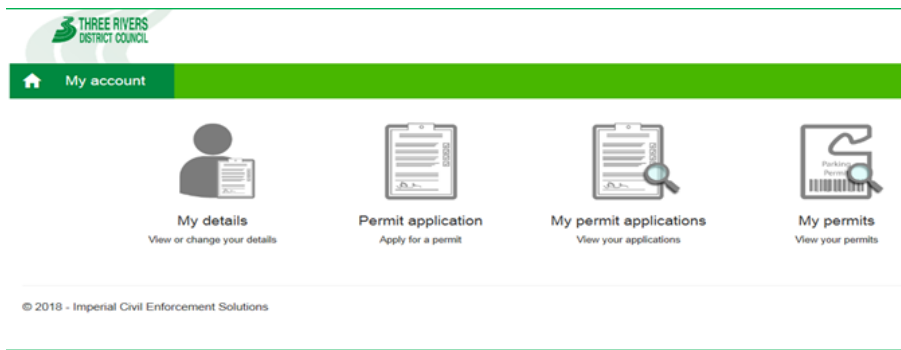
\* Home Address :

\* Search postcode :

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**After clicking FINISH** we will send you verification from the email address [NOREPLY.TRDCparkingservices@hertsmere.gov.uk](mailto:NOREPLY.TRDCparkingservices@hertsmere.gov.uk). Please check all inboxes to ensure you have received an email from this address which should confirm your registration with the system. In order to proceed you will need to verify the email address and will be prompted to click on the 'Confirm account registration' link to activate the account. This will take you back to the log in screen where you will need to access your new permit account using the account details you have set up.

***After signing in using the details used in Step 1 you are now in your account***



**MY ACCOUNT** - The four tabs in My Account are:

### **My Details**

*Manage your personal information, contact methods, email address etc.*

### **Permit Applications**

*Tell us what sort of Permit/Voucher you would like to apply for.*

### **My Permit Applications**

*View pending Applications, or save applications made that need more information i.e. not all having supportive documentation.*

### **My Permits**

*View the list of Permits already issued to you.*

### ➤ Permit Types available:

**Virtual Resident Parking Permit** – your residential permit will be a virtual permit. Once a resident's permit has been successfully purchased using the online permit system, the permit is issued and the details are recorded against the vehicle registration. This will minimise customer waiting time and improve the overall efficiency of the service. It also allows the customer the ability to make changes to vehicle details and for permits to be applied for instantly whenever and wherever you are.

*\*Please note if as a resident you hold a valid Blue Badge you are entitled to apply for a free residential parking permit. You will need to provide a copy of both sides of the valid blue badge when uploading your proofs. (There is a 'Resident-Blue Badge' permit type to choose)*

*\*\* Please note motorbikes will require a residential permit to park within a restricted bay. (There is a 'Resident-Motorcycle' permit type to choose)*

**Annual Visitor Parking Permit** – Annual visitor permits will be offered as a virtual permit - but paper permits will still be available, on request. To use the virtual visitor permit, residents must use the online permit system to provide visitor vehicle registration details. This is a simple process - log into your account, click on 'My Permits' and then select the vehicle icon. You can either add a vehicle registration or change the current registration logged by clicking amend (pencil icon) or remove (red X). Please note only one registration can be logged at any one time.

**Visitor Voucher Books** – visitor vouchers books will still be issued and sent out to the resident once an on-line application has been completed through to purchase. The vouchers are not currently 'virtual' permits but this may be implemented in the future.

*\* Please note if you are Over 60 then you are entitled to a 50% discount on the cost for both an annual visitor permit and visitor voucher books. You will need to provide proof of age when uploading your proofs which can be a valid passport, driving licence, pension letter or birth certificate.*

### Step 2 Apply For your Permit

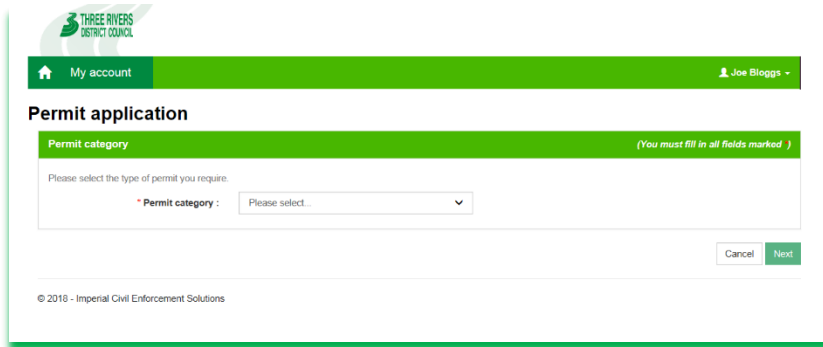


➤ Click on the **Permit application** icon to apply for a permit type.

Visitor Vouchers are also applied for through the permit application tab, however if you do not have a resident or annual visitor permit account then you will need to complete the 'visitor voucher entitlement application' first to ensure you are eligible for the vouchers available specific to your residence.

## Step 2 continued.....

Upon selecting the permit application icon the next screen will ask you to select the permit category you wish to apply for:



The screenshot shows the 'Permit application' page of the Three Rivers District Council website. The page has a green header with the council's logo and a navigation bar with 'My account' and 'Joe Bloggs'. The main heading is 'Permit application' with a sub-note '(You must fill in all fields marked \*)'. Below this is a section titled 'Permit category' with the instruction 'Please select the type of permit you require.' and a dropdown menu labeled 'Please select...'. At the bottom right are 'Cancel' and 'Next' buttons. The footer indicates '© 2018 - Imperial Civil Enforcement Solutions'.

**Start by Specifying the Permit category as either 'Resident' or 'Visitor' and click **Next**. In the next screen select which particular type of Permit you require from the drop down menu.**

*\*Address details from your contact details will now populate in the location fields signifying the area/street name/zone where you can apply. This will automatically give you the options available.*

**If you choose Visitor, you will be offered the choice of Annual Visitor, Visitor entitlement and Visitor vouchers.**

*\*In the absence of a valid resident or annual visitor permit visitor vouchers will be subject to entitlement checks before authorisation can be given to proceed to purchasing the visitor voucher books. **You must first start by applying for visitor entitlement.***


***\*There is no charge for the visitor voucher entitlement as this is a verification process only.***



***\*\*All applications will be subject to authorisation once your application has been submitted; please check **My Permit Applications** at a later time to either accept or decline your offer***



Step 2 continued.....

➤ Input the date you wish to start your permit from:



 My account 

Permit application

Permit type

(You must fill in all fields)

Please choose a particular permit.

\* Permit type :

Resident Parking Permit - C

You are entitled to apply for Visitor Vouchers once your application for Resident Permit has been offered and accepted. Please contact us should you have any enquiries.

\* Parking zone :

Zone C


\* Issue period :

12 months

View price scheme

\* Start date :

23/05/2018



Expiry date :

22/05/2019

You can check the price scheme and expiry date to ensure this meets your acceptance.

\* Please be aware that the start date automatically defaults to the date of application. However, once payment has been made the start date will reflect the payment date. If you wish to select a future start date, please do so and the payment will not alter that date.

## Step 2 Continued...(RESIDENTS PERMITS ONLY)

➤ Input your car details for the permit to be applied for and then press **NEXT**:

Vehicle details

(You must fill in all fields marked \*)

\* Vehicle registration :

\* Make :

Please select... ▼

\* Model :

\* Colour :

Please select... ▼

Cancel

Back

Next

**\* With regard to Annual Visitor Permit applications please leave the number of vehicles at '0' and you will not be required to input any vehicle details.**

Once the details have been entered click Next to review the information you have provided. You will then be asked to Accept the Terms & conditions before continuing ..

*\*This will take you to the Three Rivers Parking online web page, where you can find all Terms and Conditions, the Car Parking Policy and other information.*

This is where the Terms & Conditions go and are editable during the UAT.

☐ I accept the terms and conditions. (Opens in new window)

Cancel

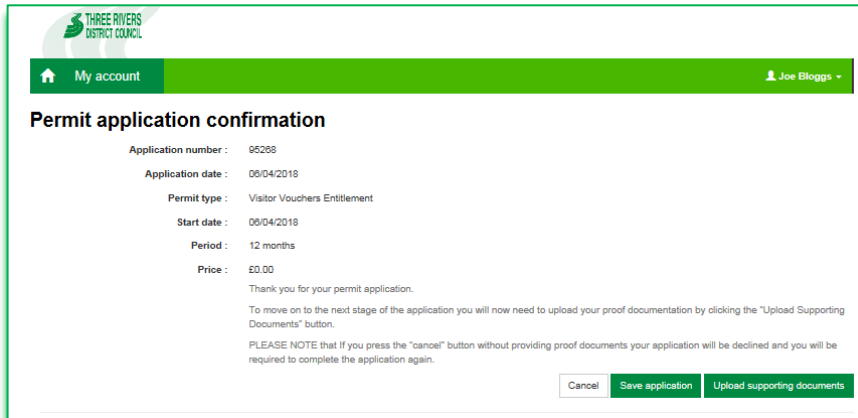
Back

Proceed

## Step 2 Continued...

### ➤ **Confirm the Permit application is correct**

This will take you through to your Permit application confirmation where you can choose to save the application until ready to upload your supportive documentation or proceed in uploading your documents:



The screenshot shows a web interface for 'THREE RIVERS DISTRICT COUNCIL'. At the top, there is a green navigation bar with a home icon and 'My account' on the left, and a user profile 'Joe Bloggs' with a dropdown arrow on the right. Below the navigation bar, the main heading is 'Permit application confirmation'. The application details are listed as follows:

- Application number : 95268
- Application date : 05/04/2018
- Permit type : Visitor Vouchers Entitlement
- Start date : 05/04/2018
- Period : 12 months
- Price : £0.00

Below the details, there is a thank you message: 'Thank you for your permit application. To move on to the next stage of the application you will now need to upload your proof documentation by clicking the "Upload Supporting Documents" button.'

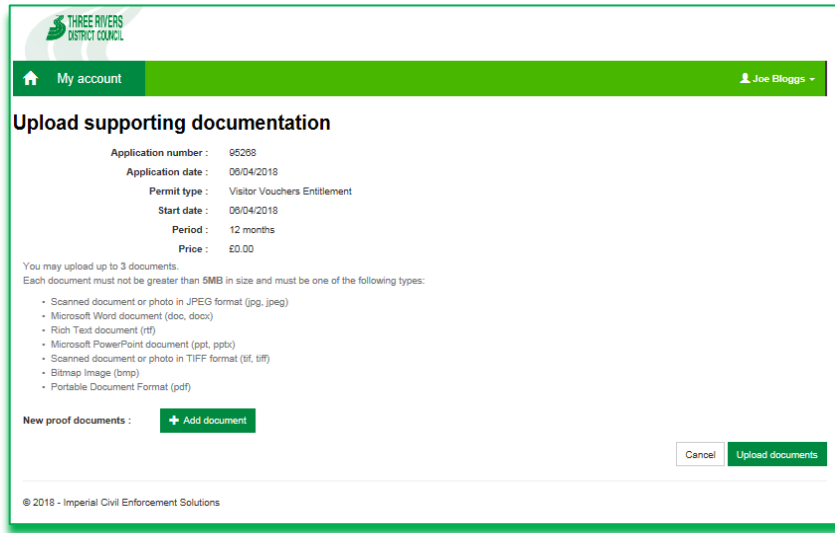
A note follows: 'PLEASE NOTE that if you press the "cancel" button without providing proof documents your application will be declined and you will be required to complete the application again.'

At the bottom right, there are three buttons: 'Cancel' (white with a grey border), 'Save application' (green), and 'Upload supporting documents' (green).

If you are ready with your supporting documents please click on the [Upload Supporting Documents](#) button to proceed.

### ➤ **Upload your supporting Document**

These can be scanned and saved to a folder location on your device beforehand to upload. If you have a smartphone or tablet you can also take a photograph instantly and upload it from within the permit system. If you require any assistance please contact the Council or email [trdc.permitenquiries@hertsmere.gov.uk](mailto:trdc.permitenquiries@hertsmere.gov.uk).



The screenshot shows a web interface for the Three Rivers District Council. At the top, there is a green header with the council's logo and name on the left, a 'My account' link with a house icon in the center, and a user profile 'Joe Bloggs' with a dropdown arrow on the right. Below the header, the main section is titled 'Upload supporting documentation'. It displays application details: Application number (95288), Application date (06/04/2018), Permit type (Visitor Vouchers Entitlement), Start date (06/04/2018), Period (12 months), and Price (£0.00). A note states that up to 3 documents can be uploaded, each must be under 5MB, and lists supported file formats: JPEG, Word, Rich Text, PowerPoint, TIFF, Bitmap, and PDF. At the bottom left, there is a section 'New proof documents' with a green '+ Add document' button. At the bottom right, there are two buttons: a grey 'Cancel' button and a green 'Upload documents' button. The footer at the very bottom reads '© 2018 - Imperial Civil Enforcement Solutions'.

Click **Add document** to upload your documents

## ➤ Documentation type

The drop down list that appears will show you which format of document you can upload and by clicking add document you can upload one from the drop down list provided. The proof documentation must be in the same name as the account holder.

You may upload up to 3 documents.

Each document must not be greater than 5MB in size and must be one of the following types

- *Scanned document or photo in JPEG format (jpg, jpeg)*
- *Microsoft Word document (doc, docx)*
- *Rich Text document (rtf)*
- *Microsoft PowerPoint document (ppt, pptx)*
- *Scanned document or photo in TIFF format (tif, tiff)*
- *Bitmap Image (bmp)*
- *Portable Document Format (pdf)*

**For proof of your residence upload one of the following;**

- ✓ *Council Tax Bill (within last 3 months)*
- ✓ *Utility Bill (within last 3 months)*
- ✓ *Solicitor letter confirming purchase of residence,*
- ✓ *Tenancy agreement (within last 6 months),*
- ✓ *Bank statement (within last 3 months).*

**For proof of vehicle ownership please upload a valid (in date) copy of one of the following;**

- ✓ *Vehicle registration document (V5C log book)*
- ✓ *Insurance Certificate*
- ✓ *Copy of valid hire/lease agreement*
- ✓ *Bill of ownership*
- ✓ *Company letter.*

**For Blue Badge Holder proof please upload both sides of a valid (in date) copy of your:**

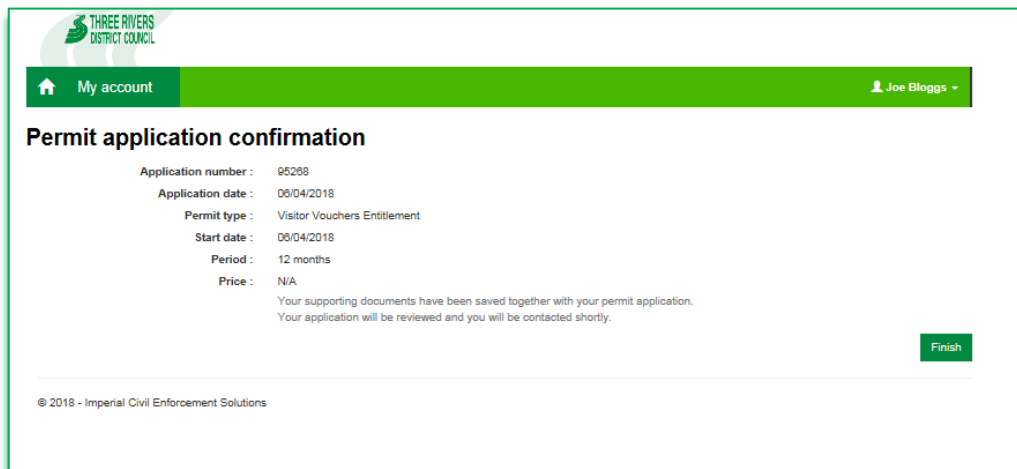
- ✓ *Blue Badge*

**For Over 60's proof please upload a valid (in date) copy of your:**

- ✓ *Passport*
- ✓ *Driving Licence*
- ✓ *Birth Certificate*
- ✓ *Pension Letter*

Once all valid documents have been added click **Upload Documents** to confirm

➤ **Confirm and Finish application**



The screenshot shows a web interface for 'THREE RIVERS DISTRICT COUNCIL'. At the top, there is a green navigation bar with a home icon and 'My account' on the left, and a user profile 'Joe Bloggs' on the right. The main heading is 'Permit application confirmation'. Below this, application details are listed: Application number: 95268, Application date: 06/04/2018, Permit type: Visitor Vouchers Entitlement, Start date: 06/04/2018, Period: 12 months, and Price: N/A. A message states: 'Your supporting documents have been saved together with your permit application. Your application will be reviewed and you will be contacted shortly.' A green 'Finish' button is located at the bottom right of the confirmation area. The footer at the bottom left reads '© 2018 - Imperial Civil Enforcement Solutions'.

**Once completed click *Finish*. This will return you to the my accounts page where you can check on the status of your applications, change any details or start another application.**

➤ **Email Communications:**

Throughout the process of setting up an account, applying, or changing details you will receive email communications to your registered email account confirming the status of your account. Once a permit has been offered you will receive an email requesting that you either accept or reject the offer. You can also go to **My Permit Applications** from the home page to check if you have been offered a permit. This will request you to make payment via Debit or Credit card for the permit requested. ***Please note this is the only way to pay for your permit so ensure you have your card details ready.***

➤ **Check your Application in my applications from my accounts screen**

**THREE RIVERS DISTRICT COUNCIL**

My account

### My permit applications

[+ New permit application](#)

Permit type	Vehicles	Application number	Application date	Status	Actions
Resident Parking Permit - B	LV52HDX	97642	12/04/2018	More info requested on 12/04/2018	
Resident Parking Permit - C	LV52HDX	97516	12/04/2018	More info requested on 12/04/2018	
Resident Parking Permit - C	LV52HDX	96567	10/04/2018	Under offer since 10/04/2018	<a href="#">Accept offer</a>
Resident Parking Permit - C	LV52HDX	96454	10/04/2018	Under offer since 10/04/2018	<a href="#">Accept offer</a>
Resident Parking Permit - C	LV52HDX	96079	09/04/2018	Permit issued on 09/04/2018	
Visitor Vouchers Entitlement		95268	06/04/2018	Permit issued on 09/04/2018	
Visitor Vouchers Entitlement		95223	06/04/2018	Declined on 06/04/2018	
Resident Parking Permit - C	LV52HDX	95222	06/04/2018	Declined on 06/04/2018	

Total items : 8

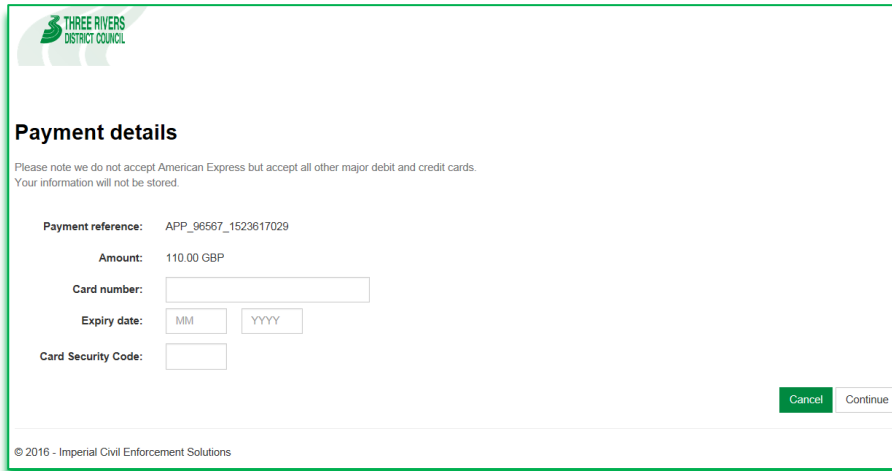
Page size : 10

[Back](#)

From My Permit Applications you can see the status of your application and if you have been issued or offered a permit. Some applications may require further information from that provided and will request for this here. You can click on the magnifying glass to assess your information provided in more detail

If you are ready to accept please click on the **Accept Offer** button and have your credit card or debit card ready to make payment.

## ➤ *Input your payment details*

A screenshot of a web form for payment details. At the top left is the 'THREE RIVERS DISTRICT COUNCIL' logo. The title 'Payment details' is in bold. Below it is a note: 'Please note we do not accept American Express but accept all other major debit and credit cards. Your information will not be stored.' The form contains the following fields: 'Payment reference:' with the value 'APP\_96567\_1523617029'; 'Amount:' with the value '110.00 GBP'; 'Card number:' with a text input field; 'Expiry date:' with two input fields labeled 'MM' and 'YYYY'; and 'Card Security Code:' with a text input field. At the bottom right are two buttons: 'Cancel' (green) and 'Continue' (white with green border). At the bottom left is the copyright notice '© 2016 - Imperial Civil Enforcement Solutions'.

**Once you have entered the correct details click **continue** to complete transaction. Once the payment has been accepted the permit will be issued.**

*\*This will identify your virtual Permit on our enforcement teams Hand Held Devices and will show its validity to be on street and will prevent any enforcement against your vehicle.*

*\*\* If you require a paper annual visitor permit please email [TRDC.Permitenquiries@hertsmere.gov.uk](mailto:TRDC.Permitenquiries@hertsmere.gov.uk) or call the Parking Services team on 0208 207 7422.*

*\*\*\*If you have purchased visitor permit books then these will be posted out to your address once payment has been made.*

**For more assistance please call 0208 207 7422**